



Mahmoud Farghaly  
Executive Housekeeper In-Charge of Rooms

I have been delivering service in the hotel industry since more than 15 years, leading several teams with different backgrounds to achieve many goals. Had the opportunity to develop some great talent to be successful leaders. Always looking for new learning and challenges.

### Contact Info

	+966 56 514 2887
	huka112233@gmail.com
	Male
	25/12/1984
	Married
	Al Khobar
	Saudi Arabia
	Egyptian

### Location

Saudi Arabia - Al Khobar City - Prince Thamer Street

### Skills

Opera System	Advanced
Microsoft Office	Intermediate
Communication	Expert
Follow Up	Expert
Meeting Deadlines	Expert

### Languages

Arabic	Native
English	Advanced
Spanish	Good

### Experience

10/2021 - Current

#### InterContinental Al Khobar Hotel Executive Housekeeper In-Charge of Rooms Division

In-Charge of rooms division operations including front office, health club, housekeeping & laundry, driving all teams towards targets via strategic planning followed by the right execution method consistently, leading all housekeeping activities and maintain brand standards implementation, develop qualities of housekeeping operations including training, property walks and supervisors performance uplifting, increase revenue of laundry through closing external deals with new hotels, increasing health club revenue via various actions that include membership sales and signing contract with sports academy, hotel experience champion leading a committee of essential key roles players including some HODs to achieve all guest satisfaction targets, maintain a positive profitability via deep dive analysis in rooms P&L on monthly basis. Metrics 2022: Overall Experience 93.38, Loyalty Recognition 93.94, Room Cleanliness 95.09, GSI 103.52, Problem Handling 87.5, Colleagues Heart Beat 97, Quality Audit 100

04/2017 - 10/2021

#### InterContinental Al Khobar Hotel Guest Experience Manager

Heading the front office operations, drive all departmental targets, support & lead all guest experience initiatives, review daily guest feedback to identify trends, conduct guest experience management overview and analyse data on weekly basis in coordination with HODs, encourage action plan execution, work with & guide all hotel stakeholders to prepare for quality audits

04/2014 - 04/2017

#### InterContinental Al Khobar Hotel Guest Service Manager

In charge of reception, instant service, guest relations, concierge, business center, guest satisfaction, loyalty program champion, club lounge, handle all of front office operations glitches, deployment, appraisals, P&L analysis.

01/2013 - 04/2014

#### InterContinental Al Khobar Hotel Guest Relations Supervisor

Handle guest complaints, scheduling, covering night manager, monitor social media, arrange operation meetings with department staff and hotel sections, In-Charge of department training.

01/2012 - 01/2013

#### InterContinental Al Khobar Hotel Front Office Team Leader

Responsible for front desk operation during the shift, control paper work & staff, payment collection, handle emails, up-selling program champion

05/2010 - 01/2012

#### InterContinental Al Khobar Hotel Guest Service Agent

Executing all tasks related to check-in&out, high balance, discrepancy and shift hand over

05/2008 - 05/2010

#### Grand Pyramids Hotel Cairo Receptionist

Responsible for reception flow and service provided via handling all guest requests

05/2007 - 05/2008

#### Husa Hotels Cairo Receptionist

Handling all group arrival & departure, rooms blocking and handle all telephone tasks

### Education

05/2006

#### Ain Shams University Bachelor - Languages

Studied arts and translation in Spanish as first language and English as second language.

Interests

- 📺 Watching Movies
- 🎧 Music
- ✈️ Traveling
- 📖 Reading Novels

Courses

01/2020

Revenue Fundamentals IHG

07/2018

Yielding IHG

01/2017

Tactical Solve IHG

02/2016

Quality 360 IHG

11/2015

Price Optimization IHG

05/2015

Managing Training & Development for The Business IHG

03/2014

Hospitality Leadership Diploma Confederation of Tourism & Hospitality Leadership

01/2013

Accelerated Leadership Development 1 & 2 IHG

Achievements

12/2022

Hotel Metrics 2022

Overall Experience 93.38, Loyalty Recognition 93.94, Room Cleanliness 95.09, GSI 103.52, Problem Handling 87.5, Colleagues Heart Beat 97, Quality Audit 100

06/2022 till 10/2022

Acting Food & Beverage Manager

Taking the charge of food and beverage department, leading the operation as F&B manager

01/2022

Iktiva Exhibition

Taking care of entire janitorial services of 13000 square meters exhibition, leading a team of 250 attendants & 35 supervisors

01/2012

Pre-Opening North Tower at InterContinental Al Khobar Hotel

New Tower Opening at Intercontinental Al Khobar  
53 rooms including 17 suites, meeting room, lounge & GYM

10/2015

Brand Standards & New Vision of Club Lounge Concept Implementation

Led a committee to execute IHG new concept of brand standards

01/2013 & 01/2014

Star of the Year